



Manpower Standard

★ FAMILY SUPPORT CENTER (FSC)

★ This Air Force Manpower Standard (AFMS) quantifies the manpower required to accomplish the tasks described in the process oriented description for varying levels of workload. This AFMS identifies the manpower required to enhance retention and unit readiness by helping families adapt to the demands of Air Force life and assisting commanders to respond effectively to family needs. FSCs perform four core functions. They provide a central point of information, referral, and follow-up; coordinate with other agencies to strengthen policies and programs that benefit families; support leadership to ensure that family needs are met effectively at unit level; and conduct family life education and skills development programs. This standard applies to all CONUS and overseas Family Support Centers listed in Attachment 2. It does not apply to the Air National Guard and Air Force Reserve. Both a positive and negative mission variance must be developed for all work within the organization that has undergone a cost comparison study. This standard applies to peacetime operations only. AFI 30-3009, *Family Support Center Program*, contains USAF policy and procedural guidance for the FSC. This AFMS was developed in accordance with policy and procedures contained in AFMAN 38-208, *Air Force Management Engineering Program (MEP)*. Send comments and suggested improvements on AF Form 847, **Recommendation for Change of Publication**, through channels, to AFMEA/AEDB, 550 E Street East, Randolph AFB, Texas 78150-4451.

★ SUMMARY OF CHANGES

This AFMS supersedes AFMS 16F1, 4 November 1994. This AFMS is updated to implement format changes to comply with SAF requirements. It includes minor administrative changes in the overall layout of the AFMS and renumbering of all paragraphs. The classification of Family Support Centers, Attachment 2, has been updated to remove bases that have closed. Changes are identified with a ★.

1. Core Composition. The AFMS core was developed for a Family Support Center to support a population of 3055 authorizations.

1.1. Core Flight Manpower Required. 8

1.2. Core Range. 3 - 12

2. Standard Data:

2.1. Approval Date. July 1992

2.2. Man-hour Data Source. Workshop measurement

2.3. Man-hour Equation. See Matrix.

2.4. Workload Factors. This AFMS does not use conventional workload factors or a man-hour equation. Instead, bases are classified by considering work-generating conditions. Factors normally mentioned in a statement of conditions are also considered in the classification process.

2.5. Points of Contact:

2.5.1. Functional Representative. MSgt Anita Darby, HQ USAF/DPCHS.

2.5.2. AFMEA Representative. Ms. Paula Epp, AFMEA/AEDB, DSN 487-5910

3. Application Instructions. Use Attachment 2, the Classification of Family Support Centers matrix, to

determine base classification. Then refer to the Authorizations Earned per Class matrix, also at Attachment 2, to determine the number of authorizations earned due to your particular base classification. Refer to the Total column in the MANTAB (Attachment 3), locate the column that reflects the total number of authorizations earned by your base classification. The manpower for the variance for TAP, listed in Attachment 4, is already

included in the Standard Manpower Table. Add any other applicable variances to obtain the total earned manpower.

4. Statement of Conditions. There were no general conditions (environmental, equipment, or facility) that had an impact on the development of this standard. All initiatives were incorporated into the standard during workshop measurement.

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Attachments

1. Process Oriented Description
2. Base Classification List
3. Standard Manpower Table
4. Variances
5. Process Analysis Summary
6. Applicability Matrix

PROCESS ORIENTED DESCRIPTION

FAMILY SUPPORT CENTER

A1.1. INFORMATION, REFERRAL COUNSELING, AND FOLLOW-UP:

- A1.1.1. DEVELOPS AND MAINTAINS COMMUNITY FAMILY RESOURCE FILE.
- A1.1.2. COORDINATES WITH ON- OR OFF-BASE RESOURCE.
- A1.1.3. EVALUATES COMMUNITY RESOURCE.
- A1.1.4. ESTABLISHES PROCEDURE FOR MAKING AND RECEIVING REFERRALS.
- A1.1.5. DEVELOPS METHOD TO MAKE BASE AND CIVILIAN SERVICES MORE ACCESSIBLE TO AIR FORCE FAMILY MEMBERS.
- A1.1.6. MAKES INITIAL CONTACT WITH FAMILY MEMBER.
- A1.1.7. COMPLETES FOLLOW-UP ACTION.

A1.2. LEADERSHIP CONSULTATION:

- A1.2.1. SOLICITS INFORMATION ON FAMILY-RELATED NEED, ISSUE, OR PROBLEM FROM BASE OR UNIT LEADERSHIP.
- A1.2.2. PROVIDES INFORMATION ON AIR FORCE FAMILY TO LEADERSHIP.
- A1.2.3. PROMOTES USE OF FAMILY PROGRAM OR SERVICE BY UNIT PERSONNEL AND THEIR FAMILIES.
- A1.2.4. ADVISES UNIT LEADERSHIP ON UNIT/BASE/COMMUNITY ISSUE OR STRESS AFFECTING FAMILIES.
- A1.2.5. ASSISTS UNIT LEADERSHIP IN DEVELOPING POLICY, PROCEDURE, OR PROGRAM TO DECREASE WORK-FAMILY STRESS.
- A1.2.6. ASSISTS UNIT LEADERSHIP IN IDENTIFYING, CLARIFYING, AND ASSESSING UNIT-SPECIFIC FAMILY CONCERN.
- A1.2.7. ADVISES UNIT LEADERSHIP ON INDIVIDUAL FAMILY PROGRAM.
- A1.2.8. ASSISTS LEADERSHIP TO DETERMINE EFFECTIVENESS OF FAMILY POLICY ACTIONS.

A1.3. POLICY, PLANNING, AND COORDINATION:

- A1.3.1. DEVELOPS AND MONITORS COMPLIANCE WITH BASE FAMILY ACTION PLAN.
- A1.3.2. ADVISES BASE COMMANDER ON OPERATION OF THE FAMILY ADVISORY AND INFORMATION BOARD (FAIB).
- A1.3.3. IDENTIFIES FAMILY ISSUES, TREND, OR UNMET NEED.
- A1.3.4. PROPOSES COMMUNITY FAMILY POLICY.

A1.4. EDUCATION AND SKILLS DEVELOPMENT:

- A1.4.1. ADMINISTERS PERSONAL FINANCIAL MANAGEMENT PROGRAM (PFMP).
- A1.4.2. ADMINISTERS AIR FORCE AID SOCIETY (AFAS) PROGRAM.
- A1.4.3. ADMINISTERS CAREER FOCUS PROGRAM (CFP).
- A1.4.4. ADMINISTERS VOLUNTEER RESOURCE PROGRAM (VRP).
- A1.4.5. PLANS, DEVELOPS, IMPLEMENTS, AND EVALUATES FAMILY LIFE EDUCATION PROGRAM.
- A1.4.6. RELOCATION ASSISTANCE.
- A1.4.7. ADMINISTERS FAMILY SERVICES PROGRAM (FSP).

★ CLASSIFICATION OF FAMILY SUPPORT CENTERS

BASE	CLASS	BASE	CLASS	BASE	CLASS
Academy	V	Kadena	I	Pope	IV
Altus	IV	Keesler	III	Ramstein	I
Andersen	II	Kelly	V	Randolph	IV
Andrews	III	Kirtland	V	Reese	V
Aviano	II	Kunsan	VI	Rhine- Main	II
Barksdale	IV	Lackland	IV	Robins	IV
Beale	III	Lajes	V	Scott	III
Bolling	III	Lakenheath	I	Seymour-John.	III
Cannon	III	Langley	III	Shaw	IV
Charleston	III	Laughlin	V	Sheppard	III
Columbus	V	Little Rock	IV	Soesterberg	III
Davis-Monthan	V	Los Angeles	IV	Spangdahlem	I
Dover	III	Lowry	VI	Tinker	IV
Dyess	IV	Luke	IV	Travis	III
Edwards	II	MacDill	IV	Tyndall	III
Eglin	II	Malmstrom	III	Vance	V
Eielson	II	Maxwell	III	Vandenberg	IV
Ellsworth	III	McChord	IV	Whiteman	IV
Elmendorf	I	McClellan	V	Wright - Pat.	III
Fairchild	V	McConnell	V	Yokota	II
F.E. Warren	IV	McGuire	II		
Geilenkirchen	V	Mildenhall	I		
Goodfellow	V	Minot	III		
Grand Forks	III	Misawa	I		
Hanscom	IV	Moody	IV		
Hickam	II	Mountain Home	III		
Hill	IV	Nellis	II		
Holloman	III	Offutt	IV		
Howard	III	Onizuka	VI		
Hurlburt Field	III	Osan	II		
Incirlik	II	Patrick	V		
Iraklion	V	Peterson	III		
Izmir	VI	Plattsburgh	IV		

NOTE: Brooks AFB did not fit into any of the classes. Refer to Attachment 3, column **, to determine requirements.

AUTHORIZATIONS EARNED PER CLASS

CLASS	# AUTH	CLASS	# AUTH
I	14	V	9
II	12	VI	5
III	11	**	6
IV	10		

STANDARD MANPOWER TABLE											
WORK CENTER/FAC			APPLICABLE MANPOWER RANGE								
Family Support Center/16F1											
AIR FORCE SPECIALTY TITLE	AFSC	GRADE	MANPOWER REQUIREMENT								
PERSONNEL	* 36P3	CIV			1	2	2	2	2		
PERSONNEL RESOURCE MANAGER	3S000	CIV	1	1							
PERSONNEL SUPERINTENDENT	3S090	CIV		1	1	1	1	2	2		
PERSONNEL CRAFTSMAN	3S071	CIV	2	1	2	2	3	3	4		
PERSONNEL JOURNEYMAN	3S051	CIV	1	1	2	2	2	2	3		
FIN MGT & SVCS CRAFTSMAN	6F070	CIV			1	1	1	1	1		
INFO MGT JOURNEYMAN	3A051	CIV		1	1	1	1	1	1		
FAMILY SPT CTR SUPT	8C000	SMS		1				1	1		
FAMILY SPT CTR SUPT	8C000	MSG	1		1	1	1				
* When a military authorization is substituted, use AFSC 42S3, Clinical Social Worker.											
** Brooks AFB only.											
TOTAL			5	**6	9	10	11	12	14		

VARIANCES**FAMILY SUPPORT CENTER**

A4.1. Title. Positive Mission Variance for Transition Assistance Program (TAP).

A4.1.1. **Definition.** The purpose of the TAP is to equip separating/retiring personnel and their families with the skills and knowledge required to enable them to make a smooth, well-disciplined, and successful transition to a second career, another position in the case of a civilian employee, or into retirement.

A4.1.2. **Applicability and Impact.** This variance applies to all bases having Family Support Centers. Impact is plus two (2) authorizations per base.

A4.1.3. **Source of Impact.** DoD and Functional OPR determination at two authorizations per base.

A4.1.4. **Special Application Instructions.** The TAP authorizations are included in the standard and MANTAB.

A4.2. Title. Positive Mission Variance for Interservice Support Agreement (ISSA).

A4.2.1. **Definition.** Army personnel are provided support by the FSC at Spangdahlem AB.

A4.2.2. **Applicability and Impact.** Spangdahlem AB, plus two (2) authorizations.

A4.2.3. **Source of Impact.** MAJCOM validated estimate.

A4.2.4. **Special Application Instructions.** Resources are transferred and coded PM (Patriot Missile). They are not included on the MANTAB.

A4.3. Title. Positive Mission Variance for Transition Assistance Program (TAP) for GSU's.

A4.3.1. **Definition.** Provides TAP service to Pentagon and Fort Meade personnel by Bolling AFB's Family Support Center.

A4.3.2. **Applicability and Impact.** This variance applies to Bolling AFB. Two (2) authorizations for the Pentagon and one (1) for Ft Meade.

A4.3.3. **Source of Impact.** HQ USAF/DPPH.

A4.3.4. **Special Application Instructions.** Those authorizations are not included on the MANTAB.

A4.4. Title. Positive Mission Variance for instructors at Maxwell AFB.

A4.4.1. **Definition.** Provides instruction on FSC issues and services to DOD and Air Force schools located at Maxwell and Gunter AFBs.

A4.4.2. **Applicability and Impact.** Plus two (2) at Maxwell AFB.

A4.4.3. **Source of impact.** HQ USAF/DPPH.

A4.4.4. **Special Application Instruction.** Resources not included on the MANTAB.

PROCESS ANALYSIS SUMMARY

FAMILY SUPPORT CENTER

Class	VI	V	IV	III	II	I
Information, Referral Counseling, and Follow-up	0.5	1	1.5	2	2	2
Leadership Consultation	0.2	0.5	0.5	0.5	0.5	0.5
Policy, Planning, and Coordination	0.3	0.75	0.75	0.75	0.75	0.75
Personal Financial Management Program	0.35	0.65	0.75	0.75	1	1.5
Air Force Aid Society Program	0.3	0.6	0.75	0.75	1	1.5
Career Focus Program	0.3	0.5	0.5	0.75	0.75	0.75
Volunteer Resource and Family Services Program	0.3	0.5	0.5	0.5	1	1
Family Life Education Program	0.25	0.75	0.75	1	1	1.5
Relocation Assistance	0.25	1	1	1	1	1.5
Administration	0.25	0.75	1	1	1	1
Total	3	7	8	9	10	12

FAMILY SUPPORT CENTER

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